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# *N-FOCUS Major Release*

## *MLTC*

### *August 13, 2017*

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A Major Release of the N-FOCUS system is being implemented August 13, 2017. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

**Note:** This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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## General Interest and Mainframe

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### MLTC Managed Care Indicators (Change)

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When a Medicaid participant enrolls in a Managed Care plan the program case person history is updated to reflect the benefits they are eligible for. The Medicaid managed care indicators have been updated to include dental benefit information. Three indicators were updated and three new have been added.

The following indicators were updated:

- Not mandatory med/surg and not mandatory mh/-Have been changed to: now No MED/PSYCH, No DENTAL
- Mandatory med/surg and mandatory mh/sa - Have been changed to: Pending MED/PSYCH, No DENTAL
- Participating in med/surg plan and participating in mh/sa plan - Have been changed to: Active MED/PSYCH, No DENTAL

The new indicators are:

- Pending MED/PSYCH, Active Dental
- Active MED/PSYCH, Active Dental
- No MED/PSYCH, Active Dental

## ACCESSNebraska Electronic Application

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### ACCESSNebraska Do I Qualify? (Change)

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Age will now be calculated if the Calendar function is used to add birthdate. Other fixes include correctly calculating third trimester for ADC.

### Client Benefit Inquiry (Change)

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AABD payments will be listed in CBI.

# Developmental Disabilities

## Notice of Decision (New)

The Notice of Decision is now available on NFOCUS. This process has been broken down into five separate notices:

- DD Funding Available
- DD Notice of Eligibility
- DD Notice of Redetermination
- DD priority one or Alternative Compliance
- DD Termination

To create these notices follow these steps:

1. From the Detail Master Case window click the Correspondence icon.

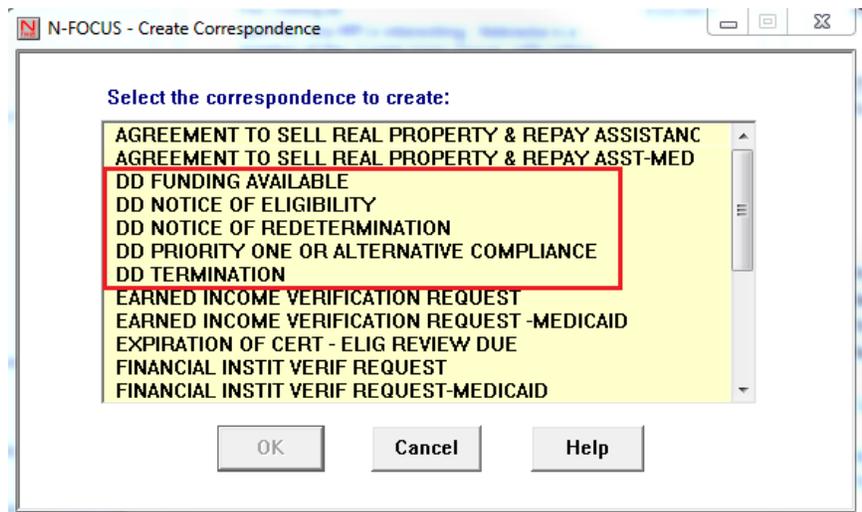


The Search for Correspondence window will display.

2. Click the New button.

The Create Correspondence window will display.

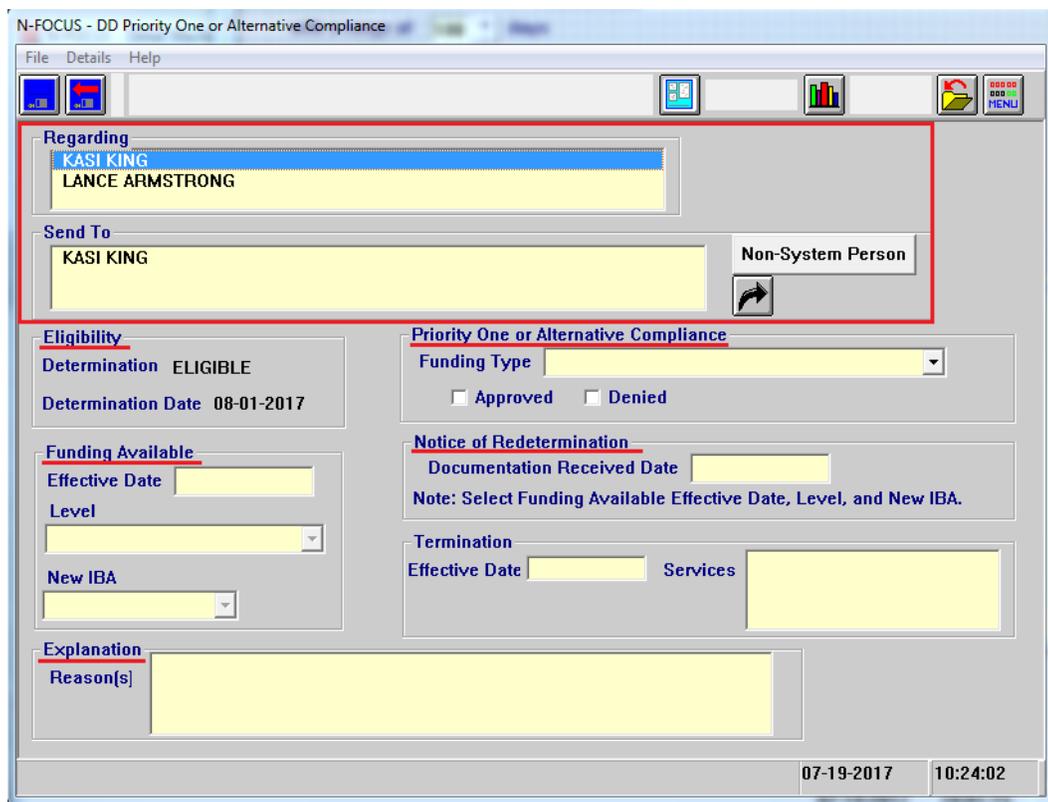
3. Select the DD Notice to create.
4. Click OK.

A screenshot of the 'N-FOCUS - Search for Correspondence' window. The window title is 'N-FOCUS - Search for Correspondence'. It shows 'MASTER CASE KASI KING' and 'ID#: 5009'. Under the 'Correspondence' section, there is a 'Date Range' field with 'End Date of 07-19-2017', a 'Type' dropdown menu set to '[NONE]', and a range of '180 days' giving a begin date of '01-20-2017'. At the bottom, there are buttons for 'Search', 'New' (highlighted with a red box), 'Clear', 'Cancel', and 'Help'.A screenshot of the 'N-FOCUS - Create Correspondence' window. The window title is 'N-FOCUS - Create Correspondence'. It prompts the user to 'Select the correspondence to create:'. A list of options is shown in a scrollable area, with 'DD FUNDING AVAILABLE' highlighted by a red box. Other options include 'AGREEMENT TO SELL REAL PROPERTY & REPAY ASSISTANC', 'AGREEMENT TO SELL REAL PROPERTY & REPAY ASST-MED', 'DD NOTICE OF ELIGIBILITY', 'DD NOTICE OF REDETERMINATION', 'DD PRIORITY ONE OR ALTERNATIVE COMPLIANCE', 'DD TERMINATION', 'EARNED INCOME VERIFICATION REQUEST', 'EARNED INCOME VERIFICATION REQUEST -MEDICAID', 'EXPIRATION OF CERT - ELIG REVIEW DUE', and 'FINANCIAL INSTIT VERIF REQUEST'. At the bottom, there are buttons for 'OK', 'Cancel', and 'Help'.

The Select Worker Name pop-up will display.

5. The window allows you to determine the name of the worker that will be listed on the Notice.
  - a. If the Worker Name indicated is the correct name to be displayed on the Notice, click OK.
  - b. If a different worker needs to be selected, click the Out Select  button.
    - i. The Search Office Person window will display.
    - ii. Adjust the search criterion as necessary and click the Search button.
    - iii. The List Office Position window will display.
    - iv. Select the appropriate worker and click the Blue Select  button.
    - v. The Select Worker Name pop-up window will display with the new worker name listed.
    - vi. Click OK.

The DD Notice of Decision window will display.



**Note:** The title bar of the window will change to show the specific Notice selected from the previous Create Correspondence window.

Each Notice has its own requirements regarding completion of the window. The requirements correspond to Group Box on the window that relates to the name of the Notice that is selected.

6. Select the appropriate person from the Regarding group box.

The Send To group box will be populated with the person's name selected in the Regarding group box. If you want the Notice to be sent to a different person click either the Non-System Person button or the black Out Select icon.

- Non-System Person – Select this option to send to a person who is not on N-FOCUS. The Non-System Information window will display. Complete the fields as appropriate and click OK to return to the Notice window.
- Black Out Select Icon – Select this option to send to a person who is on N-FOCUS. The Person Search window will display. Enter the search criteria and click the Search button. The Person List window will display. Select the appropriate person and click the Blue Select icon to return to the Notice window.

7. Complete the appropriate fields based on the DD Notice selected.

- DD Funding Available
  - The Eligibility group box will indicate the Determination and Determination Date
  - Enter information in the Funding Available group box.
  - Enter information to be included on the Notice in the Explanation Reason(s) field as appropriate.
  - Save and Close to send the Notice
- DD Notice of Eligibility
  - The Eligibility group box will indicate the Determination and Determination Date
  - Enter information to be included on the Notice in the Explanation Reason(s) field as appropriate.
  - Save and Close to send the Notice
- DD Notice of Redetermination
  - The Eligibility group box will indicate the Determination and Determination Date
  - Enter information in the Notice of Redetermination group box.
  - Enter information to be included on the Notice in the Explanation Reason(s) field as appropriate.
  - Save and Close to send the Notice
- DD Priority One or Alternative Compliance
  - The Eligibility group box will indicate the Determination and Determination Date
  - Enter information in the Priority One or Alternative Compliance group box.
  - Enter information to be included on the Notice in the Explanation Reason(s) field as appropriate.
  - Save and Close to send the Notice
- DD Termination
  - The Eligibility group box will indicate the Determination and Determination Date
  - Enter information in the Termination group box.
  - Enter information to be included on the Notice in the Explanation Reason(s) field as appropriate.
  - Save and Close to send the Notice

## Document Imaging

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### New Sub Categories (Change)

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Seven new Sub Categories were added for use when indexing documents to certain categories. Below is a list of the new sub categories with their corresponding main category:

Main Category: - Medical  
Sub categories: - Dental and Vision

Main Category: - APS  
Sub Categories: - Correspondence, Financial, Legal, Medical, and Photos.

### ACCESSNebraska Submit Docs (Change)

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Previously documents submitted online on ACCESSNebraska were routed to either Lincoln or Omaha based on the users selection criteria. Now all documents submitted online via Submit Docs, EA, MTLC, or Report Change will be routed to the Omaha server for indexing.

### Corrections (Fix)

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The QA Add and QA Show issue that we have had since July has been fixed. Users should no longer receive the error message that prevents them from using this feature.

Update Index Information from search results has been fixed. Users can now update index information to a new person or category in NFOCUS without having to change the date to enable the update button.

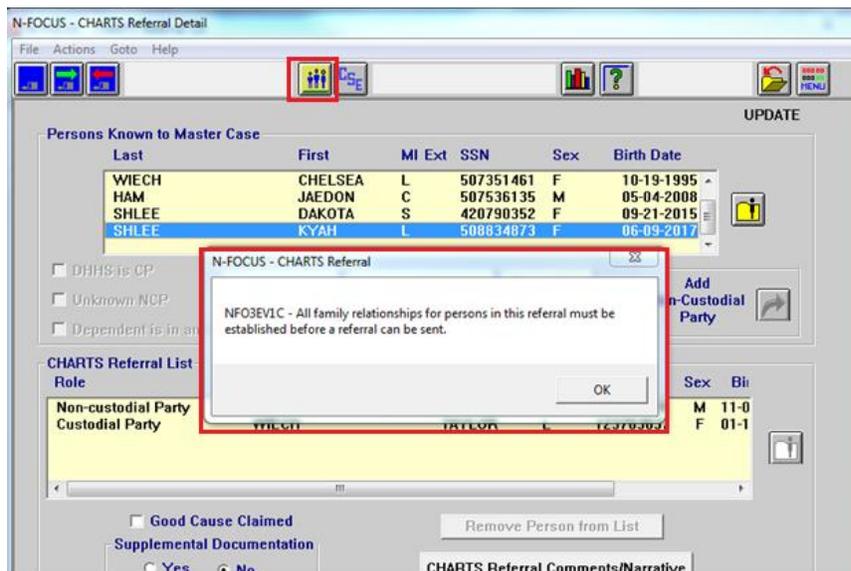
## N-FOCUS Tips

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### CHARTS Referral-Family Relationships

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When creating a CHARTS Referral, if you get the message 'All family relationships for persons in this referral must be established before a referral can be sent.' Select the Family Relationship icon to create the family relationships that are missing in order to proceed.



### N-FOCUS Access Schedule

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#### **Sunday:**

12:00 AM to 4:00 AM: Limited access

4:00 AM to 12:00 AM: Normal access

#### **Monday:**

12:00 AM to 10:00 PM: Normal access

10:00 PM to 12:00 AM: Limited access

#### **Tuesday through Saturday:**

12:00 AM to 4:00 AM: Limited access

4:00 AM to 10:00 PM: Normal access

10:00 PM to 12:00 AM: Limited access

For a Major Release, there is limited access from 10 PM to 11 PM the Saturday before, and then no access from 11 PM until verification of the release is completed on Sunday.

The following functions are not available during limited access times:

- SNAP Expedited Worksheet
- Expert System
- State Ward Trust Accounts
- Child Review Selection
- Refunds

- Ability to Pay
- EBT Card Issuance

**Note:** If working during a period of limited access, be aware certain actions/icons/push buttons may be disabled. When normal access resumes, these functions will once again be enabled.

**Note:** If you attempt to work in N-FOCUS after 10 PM, please be aware that Batch processes are running. This processing locks up certain functions in N-FOCUS. You may receive errors and/or lose data. Also, the DHHS Help Desk and N-FOCUS Production Support staff are not available for assistance.